

# Using Webmail

Ithaca College's Web-based E-mail Service

## Overview

Faculty, staff, and students at Ithaca College may use Webmail to read, manage, create, and send e-mail messages and attachments from anywhere through the convenience of a web browser. In order to use Webmail, you must have an Ithaca College e-mail account.

## Using Webmail

### Accessing Webmail

Webmail is accessed through myHome (see Figure 1 below), Ithaca College's central web portal for web-based services.

To access Webmail:

1. Open your web browser and enter **myhome.ithaca.edu**
2. Sign in to myHome using your Netpass username and password.
3. Click on the envelope icon in the top right corner of the myHome main page, which is a link to Webmail.

Ithaca College supports these web browsers for use with Webmail and myHome: Mozilla Firefox (Windows and Mac), Internet Explorer (Windows), and Safari (Mac).

### Status Messages

Status messages will appear at the top of the Webmail banner. These messages keep users informed of important updates on the performance of the Webmail system at Ithaca College, such as system outages and planned downtimes.

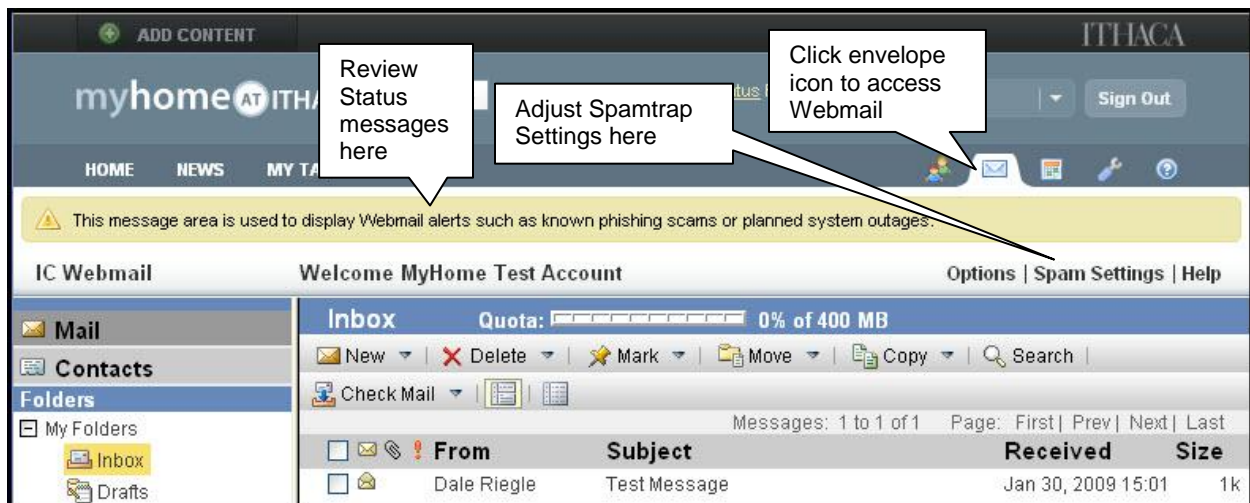
### Spam Trap Settings

You can access your Spam Trap settings using the Spam Settings link just to the right of the Options link on the Webmail banner. Spam Trap is a spam filtering application that allows you to control spam before it reaches your e-mail inbox.

### In This Guide

Overview .....	Page 1
Using Webmail .....	Page 1
Working with Folders & Messages ...	Page 2
Directory Services and Contacts .....	Page 3
Options .....	Page 4
Passwords & Security Questions .....	Page 4
For More Information .....	Page 4

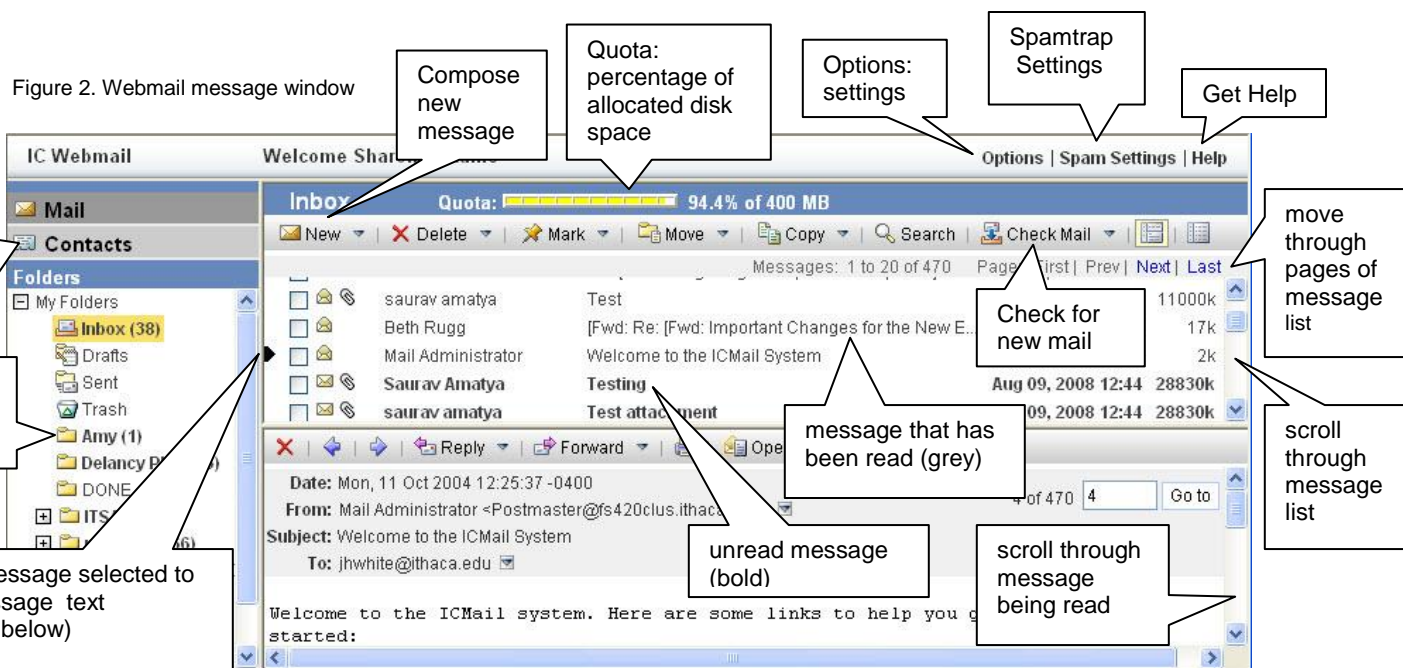
Figure 1. Webmail through myHome



## Quick Guide

## The Webmail Window

Figure 2 below shows the Webmail message window and points out some of its features and controls.



You can sort your messages by clicking on the **From**, **Subject**, and **Received** column headings in your message window, just above the message list. Clicking **From** sorts messages alphabetically by sender, clicking **Subject** sorts alphabetically by Subject, and clicking **Received** sorts chronologically by date. For example, to display newest messages first, click on the **Received** column heading.

## Working with Folders and Messages

### Folders

You can use folders Webmail to organize the e-mail messages you need to save. To create, rename, or delete folders, go to the drop-down list under New and choose **Folders**.

To create folders within your folders (subfolders), click on **My Folders** to bring up the folder editing window. Look for the Edit column on the right and click on the pencil icon for the folder within which you want to create a subfolder. Enter the name of the subfolder into the Folder field. Click **Add Subfolder**. Click **OK** in the bottom left corner of the window.

In your list of mailboxes and folders on the left, the subfolder will be shown underneath its parent folder. In other areas of Webmail, such as the folder editing view, the Move drop-down menu, and the Copy drop-down menu, the subfolder name will be shown with its parent folder in the form folder.subfolder. For instance, the subfolder "assignments" under its parent folder "biology" would be named "biology.assignments".

## Special Character Limits for Folder Names

Special characters that are permitted in Folder names the new Mirapoint system include: the standard alphanumeric set (0-9, A-Z, a-z), blank spaces, hyphens, and underscores. Avoid using any other special characters when you create Folder names.

## Moving and Copying Messages

In the Webmail interface, you can move or copy messages from one folder to another. To move or copy a message to a folder:

1. Place a check in the check box on the left side of the screen next to the message you want to move or copy.
2. Choose the Move or Copy drop-down menu, then choose the folder to which you would like to move or copy the message.

## Directory Services and Contacts

The **Contacts** feature of Webmail provides access to the Ithaca College directory service as well as a place to store and organize your own contacts (address book). You may also organize multiple contacts into **Contact Categories** (e.g., Personal, Professional) or **Contact Groups** (e.g., Quilting).

The screenshot shows the IC Webmail interface. At the top, it says "IC Webmail" and "Welcome Sharon Beltaine" with links for "Options | Help | Sign Out". The main content area is titled "Find Directory Service Contacts" and contains a search form with fields for "Name" (filled with "beltaine"), "E-mail", "Maximum Results", and "Directory Service" (set to "Ithaca College"). There are "Find", "Edit", and "Reset" buttons. Below the search form is an "Import" button and a table of search results. The table has columns for "Name", "E-mail Address", and "Number". The results include "Mirapoint Sharon Beltaine" and "Sharon Beltaine" (checked). A dropdown menu is open over the "Sharon Beltaine" entry, showing options: "Compose To", "Compose Cc", and "Compose Bcc".

To look up someone in the Ithaca College directory:

1. Click on **Contacts**
2. Under Directory Services, click on **Ithaca College**.
3. Enter the name or e-mail address of the person whose listing you wish to find.
4. Press the Enter or Return key to perform the lookup. The results will display in a list.
5. Click on the drop-down menu next to the person's e-mail address, and choose **Compose To**, which will open a new message addressed to that person.

## Options

To configure your e-mail settings, click **Options** in the top right corner of your window. Click on the feature you would like to modify, make your changes, then click **Apply** to save your changes (top middle of window). Click **Close** when you are done changing options.

General	Personal	Enter your full name to display. Adjust time zone. Change message character sets (not recommended).
	Color Theme	Pick a color theme for your e-mail interface.
Mail	Settings	Adjust the number of messages that display on each page in your e-mail window. Show or hide HTML and settings for recently received e-mail. Rename default folders (not recommended). Set default message actions for Sent, Trash, and Return Receipts
	Composing	Defaults for Composing, Replying, Headers, Receipts, and Auto-Complete
	Auto-reply	Used to automatically send "vacation" or "away" responses to your incoming e-mail. You must manually turn the auto-reply feature on and off (you cannot specify start and end dates).
	Forwarding	Specify an e-mail address to which you would like a copy of your e-mail messages forwarded.
	Signature	Create text, such as your contact information, that is appended to your outgoing e-mail messages. Signature is turned on or off with radio button.
	External Mail	do not use
	Message Filters	Use rules to specify an action (filter) for e-mail messages automatically when they are received. For instance, create a folder for an e-mail list, then create a filter that puts e-mail messages from that list into the folder as soon as they are received.

## Passwords and Security Questions

Ithaca College e-mail accounts require security questions and "strong" passwords (i.e. passwords must contain a mix of letters, numbers, and special characters). The online E-mail Account Utility allows users to activate a new e-mail account, manage their security questions and passwords, and reset forgotten or expired passwords. You can access the E-mail Account Utility at <https://www.ithaca.edu/passwords>.

## For More Information

A variety of support services are available from ITS if you would like additional help:

Computer training on a variety of topics is available to faculty, staff, and students at no charge through the Technology Learning Center (TLC). Check out the current TLC training schedule online at <https://www.ithaca.edu/its/workshops>

Online documentation and tutorials on IC-supported computing software and systems are available at <https://www.ithaca.edu/its/traindoc>

Frontline computing support is available through the ITS Helpdesk in 104 Job Hall; send e-mail to [helpdesk@ithaca.edu](mailto:helpdesk@ithaca.edu) or call 607-274-1000.

Backline consulting support is available in the Technology Learning Center, room 101 Friends Hall.

Copyright ©2010 Ithaca College - All rights reserved. This publication may be duplicated in its entirety for use in not-for-profit educational settings. All copies must include this copyright statement. Any other use requires permission from Information Technology Services at Ithaca College, 607-274-1000, [its@ithaca.edu](mailto:its@ithaca.edu).